

**Golf Commission Meeting  
February 22, 2021  
Minutes**

**Members Present:** Don Espach (Chairman) Joe Gaudiano (Vice-Chairman); Tom Cerulli; Tony Ciccaglione; Angelo Cordone; Shelly Dowling; Owen Evans; Frank Squicciarro; Diane Wheeler

**Also Attending:** Bobby Brown, Director of Golf; Doug Snyder, Director of Golf Course Properties; Paul Lupo, Assistant Golf Course Superintendent

**Members Absent:** None

Mr. Espach called the meeting to order at 7:00 PM.

**Review and Approval of Prior Minutes:**

Review and approval of the Minutes of January 25, 2021 . . . A Motion was made by Mr. Squicciarro seconded by Mr. Gaudiano to approve the minutes with a change to page 2, first paragraph remove the word “all” before maintenance and change “Mrs.” to “Mr.” before Squicciarro in the motion on the bottom of page 3 Motion carried unanimously.

**Audience Participation:**

- Mr. Neil Sullivan, Trumbull resident, spoke about the proposed motion regarding “Tee Time Reservations”. He stated that he felt two additions should be added to the policy. The first is that residents be allowed to book reservations prior to non-residents. Second, that non-residents be able to purchase an ID for a set rate that allows them resident preferences. He added that both policies were in practice by other golf courses in Connecticut. Mr. Gaudiano responded: first, the racking policy in place for many years does not allow for residents to book early and second the price reduction that residents enjoy over non-residents does provide residents with preferential treatment. Mr. Sullivan responded that it was only his opinion that other area courses were allowing these policies.
- Mrs. Sue Pfankuch, President Ladies 9-holers, asked two questions. First what will the golf policy be regarding Covid restrictions over the summer when some of the club tournaments are held. Mr. Espach responded that Tashua Knolls Golf Course follows all policies set by the CSGA and that it was too early to know what will be in effect when the tournaments are held. Second, Mrs. Pfankuch asked if the condition of the roof over the restaurant would have any impact on the tournaments meal requirements over the summer. Once again, Mr. Espach responded that it was too early to tell as no plans for the roof are in place at the present time.

**Director of Golf Course Properties (Doug Snyder and Paul Lupo):**

- Mr. Snyder virtually attended the GCSAA Golf Industry show and attended several educational sessions over the last three weeks.
- Mr. Snyder is also in the process of interviewing individuals for the maintenance crew. He is also pleased to report that all other maintenance employees have chosen to return this season.

- Mr. Lupo reported that the maintenance crew was making significant progress on several projects on the course until the relentless snow and ice storms descended in February. Since the beginning of February, the only project that was able to be worked on is the stone wall clearing project. The 5<sup>th</sup> hole stone wall clearing and rebuilding is nearly complete.
- Several indoor projects at the clubhouse and maintenance barn continue to be worked on as well.
- The bunker project will continue when the sand is accessible.

**Green Committee** (Frank Squicciarro):

- The Audubon certification process continues with an acre of milkweed seed ready to be planted when the ground is ready. The lack of a wash pad at the maintenance area may impede the process.
- The creek restoration process will continue when the snow clears.
- The vapor barriers on the Glen will only be partially removed.
- Winter equipment maintenance is continuing.
- Brush removal on the Glen will resume when it is accessible as will the Glen cart rail repairs.
- A fence at the Miklus Center has fallen down and must be replaced.
- A tentative aeration schedule is in place. A new sweeper has been purchased to help in the process.
- Stump grinding and tree removal will continue when possible.
- The depression on #11 green will be addressed in the fall for the best possible recovery.
- Architectural blueprints were located and will be used as a guide in the future.
- Mr. Squicciarro is reminding the public to PLEASE STAY OFF THE FROZEN PONDS AND GREENS. The course is completely buried under snow and ice which poses a dangerous situation for any person who might be on the grounds.

**Director of Golf Operations** (Bobby Brown):

- Mr. Brown will be returning to the office next week.
- Mr. Brown virtually attended the PGA show in January.
- Mr. Mitchell French and Mrs. Plumeau have continued to work on the transition of the existing POS and tee time data to the ForeUp software. We have ordered new credit card processors and new receipt printers which should be received shortly. The customer database, gift cards and pricing models have been input into the new system.
- We are in the process of updating the web site for the 2021 season.
- Mr. Ted Ambrosini will be interviewing six applicants on February 25th. He expects to hire four additional starter/rangers. We also expect to post for cart attendants in April as, hopefully, at some point we will return to business as usual.
- The pro shop (and not the starter shed) will be open for transactions at the beginning of the season.

**House Committee** (Angelo Cordone and Tony Ciccaglione):

- Mr. Faustini was asked to, and has complied with, leaving the heat on a minimal setting in the restaurant, kitchen and grill room during the extremely cold weather to prevent the building from freezing situations.
- Two areas of the clubhouse needing attention were identified during a recent inspection. The portion of the roof over the ladie's locker room to the front entryway requires ice underlay and

new shingles. It also requires flashing around the chimney, a new chimney cap, new siding around the chimney and new gutters. The second issue is the condition of the handrail on the stairs to the entry which is beginning to rust. Mr. Ciccaglione is working on both projects to obtain quotes.

- RAM Construction completed the removal and repair of the cupolas on the cart barn. Mr. Snyder said he noticed a shingle was still missing from the roof. Mr. Ciccaglione will follow-up with RAM.
- Mr. Espach updated the Commission that the initial quote to fix the restaurant roof portion came in around \$120,000 without any plywood or internal repairs. Additional roofing vendors are being contacted for additional quotes. The Commission is working with the Town for a solution.

#### **Concessionaire (Domenick Faustini):**

- No report given.

#### **Finance (Joe Gaudiano):**

- The expenses for the year are on track with the exception of the maintenance account. Mr. Gaudiano will work with Mr. Snyder to come up with a plan for the remainder of the year.
- Mr. Gaudiano thanked the Sr. Men's Club for their donation toward the upkeep of their on-course garden and the replanting of the flower bed around the flagpole.

#### **Human Resources (Diane Wheeler):**

- Mrs. Wheeler noted that we are currently interviewing individuals for both maintenance and starter/rangers positions. We did receive a good number of applications for all positions.

#### **Correspondence:**

- None

#### **Old Business:**

- **Golf Cart Lease (Joe Gaudiano):** There was a mix-up on the signature page of the EZ-Go Lease. However, the Town's purchasing department has been working closely with EZ-Go to keep the process going. Delivery of the five utility vehicles for the maintenance department is scheduled for February 23<sup>rd</sup>. It does not appear that the new carts will be received in time for opening day. However, the old carts will remain on site.
- **Advanced Tee Time Reservation Policy Update (Tom Cerulli):** A great deal of work, discussions and meetings took place over recent months by Mr. Cerulli, Mrs. Dowling, Mr. Gaudiano, Mr. Espach, Mr. Brown, Mr. French and Mrs. Plumeau regarding the new ForeUp software. A shout out was given particularly to Mr. French who has spent a great deal of time testing the new program and working on procedures to make our processes less manual.
- Mrs. Dowling presented a motion to revise the Golf Commission Rules and Regulations Tee Time Reservations as presented to the Commissioners. She then asked for any questions or comments.
  1. Mrs. Wheeler began by thanking Mr. Cerulli, Mrs. Dowling, Mr. Gaudiano, Mr. Espach, Mr. Brown, Mr. French and Mrs. Plumeau as it was evident that the labor hours needed to get to this point were intensive and everyone who worked on the project was to be commended.
  2. Mr. Cordone and Mr. Ciccaglione asked if customers were going to be charged a cancellation fee in the event of weather cancellations or individuals who cancel due to emergencies. The Commission responded that we would not charge in those instances and

that Mr. Brown would make adjustments in those cases. However, we have experienced some abuse in the past and the new system has the ability to track these abuses.

3. Mr. Evans asked and was assured that the Tee Time Committee discussed and researched the topic of residential preference at length. There will be a big learning curve for all customers in transitioning over to the new system. In addition, the system does not have a way to break out the reservation for individual groups for different days of the week – it would have to be a manual process. The Committee ultimately made the decision that the manual process would place too big a burden on the pro shop staff. Both Mr. Gaudio and Mr. Espach added that we will continue to explore the possibility based on financial judgements and future capabilities of the system. However, it is not expected that any additional changes will be made this year.
4. Mr. Squicciarro asked about the cancellation and booking process for the actual day of the tee time. In the past customers were only allowed to call in and change or add tee times on the day of the tee time. The new system will allow changes to be made on-line up to one hour prior to the tee time. Mr. Squicciarro also asked if we will still allow walkups. Mrs. Plumeau responded that the policy regarding walkups, frost delays and group play will remain as currently written. Mr. Brown added that the big benefit to the new system is that the Tee Time System is directly tied into the Point of Sale System which will make the process much easier
5. Mr. Cerulli stated that he remains very committed to instituting a policy of advanced tee times for residents. It has always been and will remain a concern of the Committee which worked diligently to make it work. However, ultimately it could not be accommodated at this time. He and the Committee will continue to try to make additional changes.
6. Mr. Espach shared Mr. Cerulli's concerns and stated we would work with ForeUp to try to make programming changes to the system so the policy can be instituted.

A Motion was made by Mrs. Dowling, seconded by Mr. Gaudio to revise the Golf Commission Rules and Regulations – Tee Time Reservations as follows:

Eliminate Section L, Advanced Tee Time Reservations and Exhibit G

Rename Section K, Reservations to Tee Time Reservations

Section K, Tee Time Reservations

Revise 1 as follows:

1. Internet (Tashua Automated Tee Time Reservation System) and in-person reservations are taken for tee times for twosomes, threesomes and foursomes as further described in this Section. Singles may join existing groups, as available. Phone-in reservations will not be accepted.

Add new 2 - 3:

2. In order to use the Tashua Automated Tee Time Reservation System a golfer must have a profile on the system which includes a valid credit card and driver's license # (for persons renting a cart). Use of the system will be monitored and any abuse will subject the golfer making a reservation to suspension from using the system.

3. Tee times may be obtained 7 days in advance, beginning at 5:30 AM (e.g., 5:30 AM Sunday for the following Sunday, and similarly for the other days of the week).

Revise 5 to 4 and add new 5 as follows:

4. Cancellation Policy for all tee times except on Saturday, Sunday and Holiday mornings (I.e., “first wave”):

- a. Tee times may be cancelled up to 5 PM of the day before the scheduled playing time.
- b. If a tee time has been made and not cancelled prior to 5 PM of the day before the scheduled playing time and golfers fail to appear for their scheduled tee time (i.e., no-shows), the golfer who made the tee time will be charged the resident walking rate for each golfer who doesn’t appear, unless the tee time has been subsequently filled.

5. Cancellation Policy for all tee times on Saturday, Sunday and Holiday mornings (I.e., “first wave”):

- a. Tee times may be cancelled up to 5 PM 3 days prior to the scheduled tee time (i.e., 5 PM Wednesday for Saturday and 5 PM Thursday for Sunday); however, a \$15 per golfer cancellation fee (\$60 per foursome) will be charged to the golfer who made the original tee time.
- b. Cancellations made after this 3-day 5 PM deadline will result in a charge to the golfer who made the reservation of the resident walking rate for each cancelled reservation
- c. If a tee time has been made and not cancelled and golfers fail to appear for their scheduled tee time (i.e., no-shows), the golfer who made the reservation will be charged the resident walking rate for each golfer who doesn’t appear. Further, in the absence of inclement weather, no-shows will be considered an abuse of the system.

Retain items 2 – 4 and renumber 6 - 8

Renumber item 6 as 9

Motion carried 7 – 1 – 1 (Against: Cerulli / Abstain: Evans)

**New Business:**

- Mr. Gaudio proposed the following clarification to the 2/3s majority definition in the Rules and Regulation

A motion was made by Mr. Guadiano, seconded by Mr. Squicciarro was made to revise the Golf Commission Rules and Regulations 2/3 majority:

**Section 3 – Golf Commission**

Revise 6 as follows:

6. A majority of the members of the Commission shall constitute a quorum for the transaction of any business. In order to amend, create, or delete any rules in the existing regulations, an affirmative vote of 2/3s of the entire membership of the Golf Commission shall be required.

Motion carried unanimously.

**Adjournment:**

A motion was made by Mr. Cordone at 7:58 PM; seconded by Mrs. Dowling to adjourn the meeting.  
Motion carried unanimously.

Respectfully submitted,  
Christine A. Plumeau  
Golf Course Commission Clerk